

Life Coping, Inc.'s Quality Improvement Plan relative to the BEAS Case Management Performance Review/November 2010
April 2012

| BEAS CM Program Evaluation Recommendations | LCI QI Plans of Action | Targeted Date |
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| <p>Recommendation #1</p> <p>LCI should revise its policy and practice of not requiring a new comprehensive assessment when a former client is readmitted, a new case is opened and assigned to the same case manager.</p> | <p>Effective May 15, 2012, LCI will institute a change in policy that will require a comprehensive assessment to be done on the re-admission of a former client in the prescribed 15 working days of assignment.</p> | <p>May 5, 2012</p> |
| <p>Recommendation #2</p> <p>LCI should provide training, enhance its supervision practices, and/or more closely monitor the quality and completeness of its initial comprehensive assessments to ensure that the following are addressed.</p> <ul style="list-style-type: none"> ◆ The legal status ◆ Risk for abuse and neglect ◆ Client's community participation | <p>LCI will provide training which will include BEAS and agency expectations relative to quality and completeness of comprehensive assessment, including but not limited to</p> <ul style="list-style-type: none"> ◆ Legal status ◆ Risk for abuse and neglect ◆ Client's participation <p>LCI routinely monitors documentation by case managers and will continue to conduct QI activity that focuses more specifically on the above areas.</p> | <p>May 5, 2012</p> |
| <p>Recommendation #3</p> <p>LCI should review its policy and practice regarding developing care plans, provide training, enhance its supervision practices and /or more closely monitor the quality and completeness of its care plans to ensure that care plans:</p> <ul style="list-style-type: none"> ◆ Contain client-specific, measurable objectives and goals with timeframes. ◆ Contain services designed to mitigate identified risks for abuse, neglect, self-neglect and exploitation ◆ Contain comprehensive contingency plans that address alternative staffing and special evacuation needs | <p>BEAS and Independent Case Managers discussed the need for a BEAS training and there was a perceived agreement from BEAS to provide that training. It would provide guidelines and expectations re: development of timeframes and measurable objectives.</p> <ul style="list-style-type: none"> ◆ LCI monitor care plans to ensure that client-specific, measurable objectives and goals, with timeframes, met guidelines and expectations shared via BEAS training ◆ LCI will provide additional training and supervision to focus on increased identification and plans for mitigation related to abuse, neglect and exploitation. ◆ LCI will provide additional training and supervision to address alternate staffing and special evacuation needs in the contingency plans. | <p>After BEAS training</p> <p>May 5, 2012</p> <p>May 5, 2012</p> |